



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Frontier Communications - Prairie, Inc.
for quarter ending June 30, 2013

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.60	2.40	1.70	2.57
B. Operator Answer Time - Information [730.510(a)(1)]	4.99	4.36	7.31	5.55
C. Repair Office Answer Time [730.510(b)(1)]	14.00	28.00	28.00	23.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	10.00	21.00	20.00	17.00
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 30 Hours [730.535(a)]	96.08%	94.03% *	91.89% *	94.00% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.52	2.24	2.10	1.95
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	0.00%	0.00%	0.00%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	6	0	0	2
K. Missed Installation Appointments [730.540(d)]	0	1	0	0

Comments



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